

# Video Visitation & Inmate Email

## Convenient Communication Options

- Video visitation and/or Inmate E-mail allows individuals to communicate instantly from the comfort of their home, or on the go!
- Simply set up an account on InmateCanteen.com and put funds into your communications account.

### Video Visitation

- Provides a comfortable atmosphere for small children to visit with the incarcerated.
- Often cheaper than phone calls!
- \$0.39 per minute! \*Rates vary by facility

### Inmate Email

- \$0.25 per e-mail! \*Rates vary by facility
- Significantly faster than postal mail
- All visits and emails are recorded and monitored for content and may be terminated at anytime.



## FAQ's:

### Q: Is there a limit for inmate account deposits?

A: Cash deposits at the lobby kiosk are unlimited. Credit card deposits are limited to \$150 per transaction and \$500 per rolling 30 day period.

### Q: Why can't I find my inmate online?

A: Inmates must log in to the inmate kiosk regularly to show as active on the website. If it has been a significant amount of time please contact the jailing facility directly for information on the status of your inmate.

### Q: Why do some of the options say "Not Available"?

A: Not all facilities use every options available from InmateCanteen.com.

### Q: Is there a difference between Video deposit and E-mail credit?

A: No, money deposited for either Video Visitation or Email is placed into your "Communications Account" and will read as Video Deposit in your transaction history.

### Q: How to I change or add a credit card to my account?

A: Select "My Account" towards the top of the screen, from there you will be able to add and adjust information on your account.

### Q: After I have deposited money can I request a refund?

A: All transactions going to the inmate's account instantly become the inmate's property and cannot be refunded. Funds placed into your communications account are non-refundable.

### Q: I deposited money to an inmate and they were released the next day?

A: When you deposit funds to an inmate it becomes the inmate's property. All funds remaining in the inmate's account at the time of their release or transfer go with the inmate.

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